

**Amendments to the Claims:**

This listing of the claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

1. (Currently amended) In a computer system of networked computer(s) and printer(s), a help apparatus for printers, the help apparatus comprising:
  - a) a printer;
  - b) a supplemental audio/video control device conformed to display audio/visual information concerning the functioning of said printer connected to said printer at said printer; and
  - c) a response module configured to automatically and asynchronously receive up-to-date audio/video printer information to in response to user initiated technical support queries, the up-to-date information configured to be displayed on the display in direct proximity with the printer via a network connected to the supplemental audio/video control device in response to a user initiated query regarding printer troubleshooting problems.
2. (Original) The apparatus of claim 1 wherein element b) is conformed to display prerecorded videos.
3. (Original) The apparatus of claim 1 wherein element b) is conformed to receive dynamic content for display.
4. (Original) The apparatus of claim 1 wherein element b) is conformed to conduct video conferences.
5. (Original) The apparatus of claim 1 wherein element b) is conformed to display prerecorded videos, to receive dynamic content for display and to conduct video

conferences.

6. (Original) The apparatus of claim 1 further comprising at least one computer connected to said printer by a network.

7. (Original) The apparatus of claim 6 wherein said network comprises the Internet network.

8. (Original) The apparatus of claim 6 wherein said network comprises an intranet network.

9. (Original) The apparatus of claim 1 wherein element a) comprises more than one printer.

10. (Currently amended) In a computer system of a plurality of networked computers and at least one distributed printer, a supplemental help apparatus for assisting in the operation of said at least one printer, the apparatus comprising:

- a) a plurality of computers;
- b) a network connected to said computers;
- c) at least one distributed printer connected to said network;
- d) a supplemental audio/visual control means for displaying audio/visual information concerning the functioning of said at least one distributed printer connected to said at least one distributed printer at said at least one distributed printer; and
- e) a response module configured to automatically and asynchronously receive up-to-date audio/video printer information ~~to~~ in response to user initiated technical support queries, the up-to-date information configured to be displayed on the display in direct proximity with the printer via a network connected to the supplemental audio/video control device in response to a user initiated query regarding printer troubleshooting problems.

11. (Original) The apparatus of claim 10 wherein element b) comprises the Internet network.

12. (Original) The apparatus of claim 10 wherein element c) comprises more than one printer.

13. (Original) The apparatus of claim 10 wherein element d) is conformed to play prerecorded videos, to receive dynamic content for display, and to conduct video conferences.

14. (Currently amended) In a computer system of networked computers and at least one distributed printer, a method of controlling the functioning of the at least one distributed printer, the method comprising the steps of:

- a) providing at least one distributed printer;
- b) connecting a supplemental audio/visual control means for displaying audio/visual information concerning the functioning of said at least one distributed printer to said at least one distributed printer at said at least one distributed printer;
- c) receiving functioning information by said supplemental audio/visual control means from said at least one distributed printer concerning the functioning of said at least one distributed printer;
- d) providing a user of said at least one distributed printer, by said supplemental audio/visual control means, with a selection of audio/visual information from which to choose in responding to said functioning information; and
- e) automatically and asynchronously sending via a network connected to the supplemental audio/video control means, up-to-date audio/video printer information to in response to user initiated technical support queries, the up-to-date information configured to be displayed on the display in direct proximity with the printer in response to a user initiated query regarding printer troubleshooting problems.

15. (Original) The method of claim 14 further comprising the step of connecting said distributed printer to a network.

16. (Original) The method of claim 15 wherein the step of connecting to a network comprises the step of connecting to the Internet network.

17. (Original) The method of claim 14 wherein step a) comprises the step of connecting more than one distributed printer to the network.

18. (Original) The method of claim 14 wherein step b) further comprises the step of conforming said supplemental audio/visual control means to display prerecorded videos, to receive dynamic content for display and to conduct video conferences.

19. (Currently amended) In a system of at least one distributed printer, a computer program product embodied on a computer-readable medium for providing user help in the functioning of said at least one distributed printer, the computer program product comprising:

a) instructions for a supplemental audio/visual control, connected to said at least one distributed printer at said at least one distributed printer, such that said supplemental audio/visual control is conformed to display audio/visual information concerning the functioning of said at least one distributed printer;

b) response instructions to automatically and asynchronously receive up-to-date audio/video printer information via a network connected to the supplemental audio/video control device in response to a user initiated query regarding printer troubleshooting problems and being displayed in direct proximity with the printer; and

c) instructions for allowing a user to automatically initiate a video conference with a troubleshooting technical support center for the printer if a predetermined error condition occurs with the printer.

20. (Original) The computer program product of claim 19 further comprising instructions for said supplemental audio/visual control such that said supplemental audio/visual control is conformed to display prerecorded videos, to receive dynamic content for display and to conduct video conferences.